

Further Information and Booking Terms & Conditions for the Oxford Royale Airport Transfer service - Summer 2023

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This document details the terms and conditions governing the booking of an Oxford Royale Airport Transfer. It is made available to all customers and students interested in booking the Oxford Royale Airport Transfer service, to ensure they have all of the relevant information regarding how transfers will operate, supervision, booking and cancellation deadlines and more.

1. Journeys made as part of the Oxford Royale Airport Transfer service in 2023 will be delivered using a variety of modes of transport. This allows us to be flexible with delivery whilst ensuring an efficient service with minimised environmental impact. Please see <https://www.oxford-royale.com/transfer-service/> for full information. It is not possible to specify a particular mode of transport.
2. Bookings for the Oxford Royale Airport Transfer service must be completed at least 30 days before the student's arrival day. This is to allow us enough time to make the necessary arrangements with our transport partners. This deadline is in place for both the arrival and departure transfers.
3. It is the responsibility of the customer and (if different) the Legal Guardian of the student to ensure the transfer booking form in the Oxford Royale Portal is completed with accurate student contact details and flight information. Our staff will use this information to ensure students are met on time and that we can monitor and adapt to any flight delays or changes on the day of travel. We cannot accept responsibility for any delays or issues caused by incorrect information. Our system may prompt you to re-confirm flight information previously received by us.
4. The customer or Legal Guardian must provide, via the Oxford Royale Portal, a mobile telephone number on which the student can be contacted on their arrival day.
5. If the student you are booking for will be travelling alone, kindly take note of the following:
 - a) Please let us know that your child will be travelling alone by ticking the relevant box on the Portal.
 - b) If you change plans and decide that your child will be travelling alone **after** you have booked your Oxford Royale transfer, please let us know via our *Contact Us* form (<https://www.oxford-royale.com/contact-us>, selecting "An Existing Booking") and we can ensure that our records are updated and you have the information you need. This applies whether or not you have booked an official unaccompanied minors service with your airline.
 - c) Please note that names of specific OR staff will not be available until shortly before the date of travel - we will provide you with the contact details of a member of Oxford Royale head office staff for you to give to the airline until then, which will need to be subsequently updated with the airline once we make the new contact information available to you.
6. There is a limit of **one** suitcase and **one** item of hand luggage per student for all transfers.
7. Oxford Royale will provide supervisory staff at the following airports only:
 - UK courses: London Heathrow Airport
 - Yale courses: JFK Airport

There is no service covering UC Berkeley.

8. OR staff will only be available at the above airports on scheduled arrival and departure days, and during certain hours of supervision. The hours and time limits are outlined on our webpage at <https://www.oxford-royale.com/transfer-service/>

9. If you wish to book transfers to coincide with flights that:

- arrive more than 1 hour before our supervision starts
- arrive less than 1 hour before our supervision ends
- depart less than 2 hours after our supervision starts
- depart more than 2 hours after our supervision ends

You will need to contact our team and put in writing that the parent / legal guardian of the student is happy for the student to be unaccompanied at the airport and to clear arrivals / check in without the assistance of our team.

10. All transfers must be paid for in full at the time of booking.

11. In the event that a transfer booking is cancelled by the student, customer or agent 21 days or more before the student's arrival date, the student shall be entitled to a refund of any fees paid.

12. In the event that a transfer booking is cancelled by the student, customer or agent 20 days or fewer before the student's arrival date, the student shall not be entitled to a refund of any fees paid.

13. To cancel a transfer booking, please contact the Admissions department via the Contact Us page of our website (<https://www.oxford-royale.com/contact-us>), quoting your order reference and your reason for cancellation.